



CHARLIE CRIST
GOVERNOR

STATE OF FLORIDA
Office of the Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com
850-488-4441
850-487-0801 fax

070694

RECEIVED-FPSC
09 JUN -4 PM 4:56
COMMISSION
CLERK

May 28, 2009

Ms. Helen P. Unser
2835 Ballard Avenue
Orlando, Florida 32833

Dear Helen:

Thank you for contacting me. I appreciate your concerns.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of my office. To assist you, I forwarded a copy of your letter to the Public Service Commission's Division of Service, Safety, and Consumer Assistance, which can provide you with further information. You may reach the Division of Service, Safety and Consumer Assistance at 1-800-342-3552 or by using the information below.

Thank you again for contacting my office. For information about my initiatives and to subscribe to my weekly "Notes from the Capitol" newsletter, please visit www.flgov.com and click on "Subscribe to Notes from the Capitol."

Sincerely,

Charlie Crist

CC/cas/jlb

cc/enc: Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(850) 413-6100

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 06740-08
DISTRIBUTION: _____

Handwritten notes and stamps in the bottom right corner.

Utilities
CA [signature]
OFFICE OF THE GOVERNOR
CITIZEN SERVICES
09 APR -9 PM 4: 05

HELEN P. UNSER
2835 Ballard Avenue
Orlando, Florida 32833-4037
punser@cfl.rr.com
(407) 568-9659

April 7, 2009

Governor Charlie Crist
The Capitol
400 S. Monroe Street
Tallahassee, Florida 32399-0001

APR 08 2009
10:08 AM
[Faint stamp]

Governor Crist,

I am writing to you because according to the Florida Public Service Commission (FPSC) website, you and your office appoints the Commissioners.

I live in Wedgefield, a development on the far East side of Orlando. We residents have unbelievably bad water and the FPSC has allowed our water utility company to raise the rates by 50+%. Governor Crist, perhaps you haven't heard – our water utility company is owned by **AIG!** Years ago, when we learned that **AIG** wanted to purchase the water company supplying Wedgefield, we fought to stop the purchase but the FPSC ignored us and allowed the purchase. Last year, when Utilities, Inc requested the astronomical rate increase, we were left out of the picture. How could this happen you ask? On Tuesday, August 5, 2008, representatives from FPSC and attorneys from Utilities, Inc came to Wedgefield to tell the residents of their plans. Although this meeting was held at the same time as the National Neighborhood Watch Night out which we strongly participate in by gathering in our park, we had good representation at the meeting. Those in attendance adamantly opposed the move. That was the last time we heard from FPSC or Utilities, Inc. **The official Notice of the meeting** to hear the request was **published** in the **Florida Administrative Weekly**, not in a local paper that anyone in Wedgefield would see. The meeting was held in Tallahassee on December 2, 2008. Governor Crist, in addition to this additional costs, we, the residents of Wedgefield have been paying more that any other area because we are required to pay for the maintenance and operation of a water control facility that collects storm water prior to it flowing into the Econlockhatchee River. This operation is controlled by the Ranger Drainage District under the supervision of St. John's Water Management and Orange County EPD.

Governor Crist, it appears that FPSC is working for Lobbyists and Big Businesses, not the people they are supposed to protect. Either the Commissioners were unaware of this additional expense when they agreed to the increase or they just didn't care! We are an active, diverse community with large estates, city homes, gated subdivisions and villas but we all have one thing in common – **We Vote!** We have a mandatory homeowner

association and a voluntary homeowner association and **We Vote!** We don't have a bevy of attorneys or lobbyists working for us but when it come time to choose to retain or replace our elected officials (no matter what office they are running for), we will remember who worked for us and who worked against us when **WE Vote!**

Governor Crist, we need your support, your intervention. There needs to be a review of the decision of the Florida Public Service Commission. If nothing else, we should have our voices heard. Hopefully, in a public meeting, the FPSC will reverse the decision they made behind closed doors.

Governor Crist, please tell me that you won't ignore us in Wedgefield!

Sincerely,



Helen P. Unser

Encl: 2 previous and the latest bill.

10/02/09



Wedgefield Utilities
 Phone: (407) 869-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
01/04/2009	5787700000	1/26/2009	\$ 113.62

Name PHILIP J UNSER Primary Telephone # (407) 679-6644
 Service Address 2835 BALLARD AVE, ORLANDO, FL, 32833

Activity Since Last Bill

Previous Balance \$122.51
 Payments received as of 01/04/2009 \$-122.51
 Balance as of 01/04/2009 \$0.00

Residential Water Service

Water Base Charge \$21.12
 13,310 gallons at \$2.19 per 1000 gallons \$29.15
 Orange County Tax at 10% \$5.03
 Total Residential Water Service \$55.30

Residential Wastewater Service

Wastewater Base Charge \$20.72
 Maximum Usage Charge up to 10,000 gallons \$37.60
 Total Residential Wastewater Service \$58.32

Total Amount Due \$113.62

Summary of Service

Meter Reading Meter # 18203864
 Current 777940 12/31/2008
 Previous 764630 12/03/2008
 Usage 13,310 Gallons
 Number of Days: 28
 Average Daily Use: 475 Gallons
 Average Daily Cost: \$ 4.06

Billing History
in dollars

Consumption History
in gallons

The payment for this bill is due upon receipt.
 Make check payable to: Wedgefield Utilities

Messages

RECEIVED
 JUN 02 2009
 [Signature]



Wedgfield Utilities
 Phone: (407) 869-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
03/02/2009	5787700000	3/24/2009	\$ 110.03

Name **PHILIP J UNSER** Primary Telephone # **(407) 679-6644**
 Service Address **2835 BALLARD AVE, ORLANDO, FL, 32833**

Activity Since Last Bill

Previous Balance \$111.59
 Payments received as of 03/02/2009 \$-111.59
 Balance as of 03/02/2009 \$0.00

Residential Water Service

Water Base Charge \$21.12
 11,820 gallons at \$2.19 per 1000 gallons \$25.89
 Orange County Tax at 10% \$4.70
 Total Residential Water Service \$51.71

Residential Wastewater Service

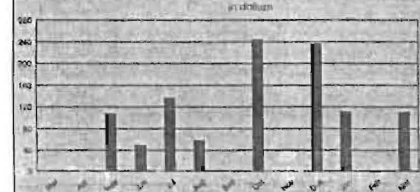
Wastewater Base Charge \$20.72
 Maximum Usage Charge up to 10,000 gallons \$37.60
 Total Residential Wastewater Service \$58.32

Total Amount Due \$110.03

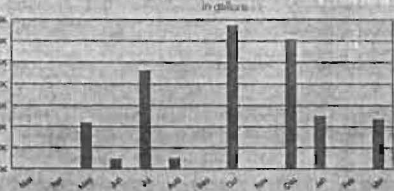
Summary of Service

Meter Reading Meter # 18203864
 Current 802230 03/02/2009
 Previous 790410 01/30/2009
 Usage 11,820 Gallons
 Number of Days: 31
 Average Daily Use: 381 Gallons
 Average Daily Cost: \$ 3.55

Billing History



Consumption History



The payment for this bill is due upon receipt.
 Make check payable to: Wedgfield Utilities

Messages

RECEIVED
 JUN 02 2009
 From: [unclear] Commission
 [unclear] SEC

Utilities, Inc.®

Wedgefield Utilities
 Phone: (407) 869-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
04/01/2009	5787700000	4/23/2009	\$ 186.63

Name PHILIP J UNSER Primary Telephone # (407) 679-6644

Service Address 2835 BALLARD AVE, ORLANDO, FL. 32833

Activity Since Last Bill

Previous Balance	\$110.03
Payments received as of 04/01/2009	\$-110.03
Balance as of 04/01/2009	\$0.00

Adjustments

Water Rate Adjustment For Prior Billing(s) \$43.65

Residential Water Service

Water Base Charge	\$23.15
5,000 gallons at \$4.00 per 1000 gallons	\$20.00
5,000 gallons at \$5.00 per 1000 gallons	\$25.00
1,100 gallons at \$8.01 per 1000 gallons	\$8.81
Orange County Tax at 10%	\$7.70
Total Residential Water Service	\$84.66

Residential Wastewater Service

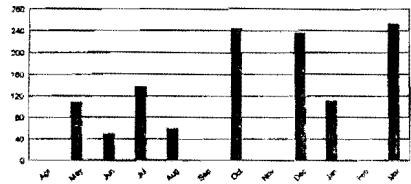
Wastewater Base Charge	\$20.72
Maximum Usage Charge up to 10,000 gallons	\$37.60
Total Residential Wastewater Service	\$58.32

Total Amount Due \$186.63

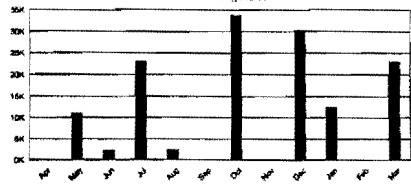
Summary of Service

Meter Reading	Meter # 18203864
Current	813330 03/31/2009
Previous	802230 03/02/2009
Usage	11,100 Gallons
Number of Days:	29
Average Daily Use:	383 Gallons
Average Daily Cost:	\$ 4.93

Billing History



Consumption History



The payment for this bill is due upon receipt.
 Make check payable to: Wedgefield Utilities

Messages

The rate adjustment on this bill reflects the FPSC approved increase in water rates for service effective January 28, 2009 through the period start date of this bill. We apologize for any inconvenience. For questions, please contact Customer Service.

Utilities, Inc.®

PO BOX 160609
 Altamonte Springs FL 32716-0609

PHILIP J UNSER
 2835 BALLARD AVE
 ORLANDO FL 32833



Account Number: 5787700000

Due Date: 4/23/2009

Please Pay \$ 186.63

Amount Paid

Wedgefield Utilities
 PO BOX 160609
 Altamonte Springs FL 32716-0609



Utilities, Inc.

Attention Customers: As previously notified, on January 20, 2009 by Order No. PSC-09-0037-CO-WS, the Florida Public Service Commission approved an increase in water rates for service on or after January 28, 2009. The rate adjustment on the enclosed bill reflects the stated increase going back to January 28, 2009. The new rate is reflected on this bill and will be used to calculate future bills. We apologize for any inconvenience this may cause you.

If you have any questions or would like to make special arrangements to pay the amount of the adjustment, please contact our Customer Service Department at 1-800-272-1919.

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

June 4, 2009

Ms. Helen P. Unser
2835 Ballard Avenue
Orlando, FL 32833-4037

RE: PSC Inquiry 858403C

Dear Ms. Unser:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Wedgefield Utilities, Incorporated (Wedgefield). You expressed a concern about Wedgefield's recent rate increase.

On December 22, 2008, the PSC approved Wedgefield's petition for an increase in water rates. The PSC also approved the use of a three-tier inclining block rate structure designed to promote water conservation and recognize the anticipated reduction in water demand. Effective January 28, 2009, the usage rates reflect \$4.00 per 1,000 gallons for the first 5,000 gallons per month, \$5.00 for usage between 5,000 and 10,000 gallons, and \$8.01 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. The PSC also approved a monthly base facility charge of \$23.15. I have enclosed a copy of the water tariff for your review.

Wedgefield did not petition for an increase in wastewater rates. Therefore, the wastewater monthly base facility charge remains \$20.72 with usage rates of \$8.76 per thousand gallons with a 10,000 gallon maximum. I have enclosed a copy of the wastewater tariff for your review.

You also expressed a concern about the manner in which the customer meeting was noticed. The PSC placed a notice about the August 5, 2008, customer hearing in the Florida Administrative Weekly publication. In addition, on August 1, 2008, the PSC issued a press release about the August 5, 2008, customer hearing and included a copy on the PSC's website. I have enclosed a copy of the press release for your review. Publication of the customer meeting details in the press release would be up to the

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An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Helen P. Unser
Page 2
June 4, 2009

discretion of local media and print outlets. The customer meeting was conducted as scheduled on August 5, 2008. Approximately 70 customers attended and 16 customers spoke at the meeting.

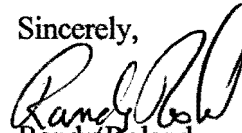
While the Docket was open, the PSC also received customer comments by telephone, U.S. Mail, fax, and email, all of which were added into the correspondence side of Docket 070694-WS. Finally, the Florida Office of Public Counsel represented Wedgefield customers during all phases of Docket 070694-WS by conducting independent analysis, presenting testimony of expert witnesses, cross-examining utility witnesses, and filing recommendations and briefs.

I have enclosed a brochure, "*Utility Ratemaking in Florida*," which explains how the PSC exercises regulatory authority rate base and economic regulation including analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return. I will add your comments to the correspondence side of Docket No. 070694-WS.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosures (2)

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

June 4, 2009

Ms. Helen P. Unser
2835 Ballard Avenue
Orlando, FL 32833-4037

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Ms. Helen P. Unser
Page 2
June 4, 2009

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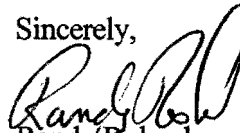
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Sincerely,



Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosures (2)

State of Florida



NEWS RELEASE

8/1/2008

Contact: 850-413-6482

Customer Meeting Set for Wedgefield Utilities, Inc.

TALLAHASSEE — The Florida Public Service Commission (PSC) will conduct a customer meeting on August 5, 2008, for customers of Wedgefield Utilities, Inc. The utility provides service to approximately 1,597 water and 1,575 wastewater customers in Orange County and has applied for an increase in rates. The utility's last full rate case was in 1999.

The meeting allows customers to comment on the proposed rates and any quality-of-service issues relevant to the utility. Customers are invited to attend the meeting at the following time and location:

Tuesday, August 5, 2008

5:30 p.m.

Wedgefield Golf and Country Club
20550 Maxim Parkway
Orlando, Florida

The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. The PSC exercises regulatory authority over utilities in the areas of rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

For additional information, visit www.floridapsc.com.

###

Katie ElyDOCUMENT NO. 06740-08

DISTRIBUTION: _____

From: Cheryl Bulecza-Banks
Sent: Monday, April 27, 2009 1:33 PM
To: 'edsg2@aol.com'
Cc: Ruth McHargue; Katie Ely
Subject: Your Complaint to the Florida Public Service Commission - Dkt. 070694

Dear Mr. Stephens:

Thank you for your e-mail in which you expressed your concerns about the Commission's approved water rate increase for Wedgefield Utilities, Inc. (Wedgefield or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

Order PSC-08-0827-PAA-WS provided the following regarding the procedures for a protest:

As identified in the body of this order, our actions except for the four-year rate reduction and the requirement of proof of adjustments, are preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 12, 2009. If such a petition is filed, mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing. In the absence of such a petition, this order shall become effective and final upon the issuance of a Consummating Order.

The Commission received no formal protest as outlined above. Therefore, the Commission issued Consummating Order, PSC-09-0037-CO-WS, which makes Order PSC-08-0827-PAA-WS effective and final.

Wedgefield filed an affidavit with the Commission stating that a combined Initial Notice and Notice of Customer Meeting was mailed to all customers on July 22, 2008. This notice included the amount of Wedgefield's requested rate increase. In addition, Wedgefield filed an affidavit with the Commission that the Customer Notice of Final Rates was mailed to all customers on January 23, 2009. The Commission's Proposed Agency Action procedure was explained by Commission staff at the customer meeting held on August 5, 2008.

Below is a breakdown of the residential rates approved by the Commission:

Base Facility Charge:

5/8" x 3/4" Meter - \$23.15

Gallonge Charge, per 1,000 Gallons:

0-5,000 Gallons - \$4.00

5,001-10,000 Gallons - \$5.00

Over 10,000 Gallons - \$8.01

We understand your concerns regarding the Utility's Commission approved increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7017 or e-mail me at bfletche@psc.state.fl.us.

Sincerely,

Bart Fletcher,
Supervisor, Bureau of Rate Filings
Florida Public Service Commission
bfletche@psc.state.fl.us
(850) 413-7017

-----Original Message-----

From: Ruth McHargue
Sent: Wednesday, April 15, 2009 9:18 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: Wedgefield Utilities

Please add to docket file.

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Tuesday, April 14, 2009 12:50 PM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 19350

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Everett Stephens
Telephone: 407-538-5385
Email: edsg2aol.com
Address: 19220 Timber Pine lane Orlando 32833

BUSINESS INFORMATION

Business Account Name: Everett Stephens
Account Number: 1040300000
Address: 19220 Timber Pine lane Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Service Outage against Wedgefield Utilities, Inc.
Details:

I am protesting this water increase, because it's more than 50% of the previous rate.

PSC was contacted previously

Katie Ely

070694

From: Ruth McHargue
Sent: Wednesday, April 15, 2009 9:18 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: Wedgefield Utilities

Please add to docket file.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, April 14, 2009 12:50 PM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 19350

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Everett Stephens
Telephone: 407-538-5385
Email: edsg2aol.com
Address: 19220 Timber Pine lane Orlando 32833

BUSINESS INFORMATION

Business Account Name: Everett Stephens
Account Number: 1040300000
Address: 19220 Timber Pine lane Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Service Outage against Wedgefield Utilities, Inc.
Details:

I am protesting this water increase, because it's more than 50% of the previous rate.

PSC was contacted previously

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 06740-08
DISTRIBUTION: ECR, GCC

Katie Ely

070694

From: Ruth McHargue
Sent: Tuesday, April 14, 2009 12:14 PM
To: Katie Ely
Cc: Dorothy Menasco; Angie Calhoun; Cheryl Bulecza-Banks
Subject: Aqua rate increase

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, April 07, 2009 6:26 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19275

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Nelson Espinosa
Telephone: 407-592-3402
Email: nespinosal@cfl.rr.com
Address: 2813 Ballard Ave Orlando 32833

BUSINESS INFORMATION

Business Account Name: Nelson Espinosa
Account Number: 5287700000
Address: 2813 Ballard Ave Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.
Details:

Increase in water bill. Please call me. I am very interested to get to know who the board members are so that I can be better informed the next election cycle. I can understand an increase if the service improved, however, the water service has not changed except for the increase. I demand a response and look forward to hearing from you.

FPSC, CLK - CORRESPONDENCE
Administrative Parties X Consumer
DOCUMENT NO. 06740-08
DISTRIBUTION: ECR GLL

Katie Ely

070694

From: Ellen Plendl
Sent: Tuesday, March 31, 2009 2:35 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole
Subject: Email

Attachments: FW: Water rate increase; RE: Water rate increase



FW: Water rate increase RE: Water rate increase

Docket 070694-WS.

Email received and response sent.

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 06740-08
DISTRIBUTION: _____

Katie Ely

From: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com]
Sent: Tuesday, March 31, 2009 8:38 AM
To: Ellen Plendl
Subject: FW: Water rate increase

-----Original Message-----

From: Connie Macaluso [mailto:CMacaluso@blessedtrinityorlando.org]
Sent: Thursday, March 19, 2009 3:12 PM
To: Governor Charlie Crist
Cc: Lt. Governor Jeff Kottkamp
Subject: Water rate increase

Dear Gentlemen;

I am not sure which way to turn, after attending a meeting at the local country club and hearing that it was a done deal and our water bills would be going up 50.69%, I was sick to my stomach. In no way can I nor any of my other fellow residence afford to pay out additional money for anything, not today, not tomorrow....salaries are frozen, no raises in site, gas keeps going up (sometimes down a few pennies) but not for long, groceries have never come down since they were raised when gas went to \$4.00 a gallon, how can these companies continue to increase their rates. How can the taxpayers continue to survive?

Please allow me to start from the beginning.

A notification was publicized in some obscure newspaper that does not get circulated here in central Florida explaining that a 50.69% rate increase hearing was going to take place. Wasn't that wonderful, a hearing, that no one was aware of....hmmmmmm, how convenient.

No opposition, no formal protest, so the wonderful Public Service Commission of Florida passes it.....can't imagine how smart they must have felt about themselves, how proud, raise the electric bills some 25%, 15%, water bills 50.69% etc.

Now I know I sound bitter, but trust me, you have to hear the rest of the residents in my neighborhood, they are just not bitter, they are angry, real angry....I do believe if someone from the water company showed up the anger would have been even more evident.

I attended a meeting last evening and listen to everyone trying to come up with ideas of how to fight this totally outrageous rate increase.

Many want to publish articles in the papers, get the news media to report this, get attorney's to fight this.....spinning and spinning ideas, that I think when it was all said and done my head was spinning.

I live in a subdivision called Wedgefield in East Orange County, In the old days it was called Rocket City where most of the employees from Cape Canaveral resided. Our water company is Wedgefield Utilities which is owned by AIG (of course you know the microscope AIG in under). I'm sure you probably know that but I have attached a web link showing just how many companies they own here in Florida and elsewhere.

<http://www.citizen.org/cmep/Water/general/majorwater/aig/>

Is this a way for AIG to recoup the money they have lost? That's a question everyone is asking, why, how come, what's in it for AIG.

Now everyone has their own stories or woes, financially, morally, etc but come on.....we are all feeling this one. Personally, I have a spouse that is totally blind, I mean he sees nothing, therefore we live on my salary, yeah, it's tough but we make it penny to penny, we fall into the same category as many other families, our mortgage is high our bills are outrageous but we hold our own for now. The water rate increase however might just push us and others over the edge, this can cause some bills not to be paid, possibly a mortgage payment, car payment, it's anyone's guess.

Thank you for listening, is there something that can be done

Connie Macaluso
20612 Majestic Court
Orlando, FL 32833

Katie Ely

From: Ellen Plendl
Sent: Tuesday, March 31, 2009 2:34 PM
To: 'CMacaluso@blessedtrinityorlando.org'
Subject: RE: Water rate increase

Ms. Connie Macaluso
CMacaluso@blessedtrinityorlando.org

Dear Mrs. Macaluso:

Please be advised that the Lt. Governor's and Governor's offices forwarded a copy of your e-mail dated March 19, 2009, regarding the Commission-approved water and wastewater rate increase by Wedgefield Utilities, Inc. (Wedgefield or Utility) to the Florida Public Service Commission (PSC or Commission). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

The PSC would like to thank you for your e-mail in which you expressed your concerns about the Commission-approved water and wastewater rate increase for Wedgefield. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies regulated by the PSC.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

In your e-mail, you expressed concerns about the notice given to customers. Wedgefield filed an affidavit with the Commission stating that a combined Initial Notice and Notice of Customer Meeting was mailed to all affected customers of the Utility on July 22, 2008. In addition, Wedgefield filed an affidavit with the Commission specifying that the Customer Notice of Final Rates was mailed to all customers on January 23, 2009. Moreover, copies of the Utility's application for rate increase; the Minimum Filing Requirements; and a Rate Case Synopsis which contained substantively the same information included in the Initial Notice were also posted that the Wedgefield Golf and Country Club. Finally, the Commission's Proposed Agency Action procedure was also explained by Commission staff at the customer meeting held on August 5, 2008.

On November 18, 2008, Commission staff filed its recommendation in this matter. The recommendation in Docket No. 070694-WS (containing the date of the Agenda Conference and advising all affected individuals that "interested persons may participate" in the Agenda Conference in this matter) was filed with the Commission Clerk and made accessible via the Commission web site to all customers of the Utility. At the Agenda Conference on December 2, 2008, in which the recommendation in Docket No. 070649-WS was discussed by the Commission, no customers of the Utility elected to participate in the Agenda Conference on this matter. However, the Florida Office of Public Counsel represented Wedgefield customers at the Agenda Conference and throughout the docket process.

On December 22, 2008, the PSC issued Proposed Agency Action (PAA) Order PSC-08-0827-PAA-WS, which approved an increase in Wedgefield's rates and charges. Order PSC-08-0827-PAA-WS apprised all substantially affected customers of the Utility with the following information:

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

As identified in the body of this order, our actions except for the four-year rate reduction and the requirement of proof of adjustments, are preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 12, 2009. If such a petition is filed, mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing. In the absence of such a petition, this order shall become effective and final upon the issuance of a Consummating Order.

During the ensuing protest period no customers of the Utility elected to file a protest with the Commission. As a result, on January 20, 2009, the PSC issued Consummating Order PSC-09-0037-CO-WS, which made Order PSC-08-0827-PAA-WS effective and final.

On February 23, 2009, a Wedgefield customer filed a notice of appeal to the First District Court of Appeals. Thus, this matter is currently pending before the First District Court of Appeal.

We understand your concerns regarding the Utility's Commission-approved water and wastewater rate increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please contact me 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

670694

RECEIVED

MAR 20 2009

Florida Public Service Commission
Division of SSC

RECEIVED-FPSC

09 MAR 23 PM 3: 22

COMMISSION
CLERK

To: Richard Koeteuw
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 06740-08
DISTRIBUTION: ECR GCL

Cc: Wedgefield Utilities, Inc.
200 Weathersfield Ave.
Altamonte Springs, FL 32714

I would like to file a complaint regarding the attached Customer Notice for increased water service rates (Docket #070694).

To begin, we as residents of Wedgefield never received a copy of this notice. A neighbor told us about it and gave us a copy.

They also informed us of their call to Wedgefield Utilities asking about the fact that the increase was not protested. They were told that information regarding the increase was "posted" at the Wedgefield Golf Club (not mailed to all individuals who are affected by it). I find this statement alone "shady." Do you really think that all of the residents of Wedgefield frequent the golf club? I feel that their handling of this was quite underhanded.

The first meeting that they did hold at the golf club was attended by many and equally protested. Everyone complained about the ridiculous amount of the increase and the fact that the water is undrinkable. Many residents purchase their drinking water. There were other complaints about the water - not just the fact that you can't drink it.

I think that the second posted notice was their way of not facing the residents again knowing that everyone would most definitely protest this ridiculous increase.

I keep hearing the word recession and I see many people out of work yet Wedgefield Utilities feels that a 50.69% increase is necessary at this time. If you will look at the rates on the 2nd sheet of the attachment you will see that they have definitely increased the rates much more than the stated 50.69%. If those rates were approved by the Commission then certainly someone involved in this sham has no idea how to calculate percentage increases.

If the rate prior to filing was \$2.19/gallon and you increase that by 50.69% it = \$1.11 more per gallon (\$3.30) not the \$1.81 increase (\$4.00) indicated on the sheet.
 $\$2.19 \times .5069 = \1.11 $\$2.19 + \$1.11 = \$3.30$

So, someone please tell me how and why this was approved and what we can do to have our fair chance to protest.

Respectfully,

Clarence & Mary Powell
2622 ARDON Ave
Orlando Fla 32833

407 5681677

070694

RECEIVED-FPSC
09 FEB 23 PM 4:13
COMMISSION
CLERK

From: Tom & Linda Smallwood
20485 Netherland Street
Orlando, FL 32833
407/568-0103

To: Richard Koeteew
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 06740-08
DISTRIBUTION: ECR GCL

Cc: Wedgefield Utilities, Inc.
200 Weathersfield Ave.
Altamonte Springs, FL 32714

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$$\begin{aligned} \$2.19 \times .5069 &= \$1.11 & \$2.19 + \$1.11 &= \$3.30 \end{aligned}$$

So, someone please tell me how and why this was approved and what we can do to have our fair chance to protest.

Respectfully,

WEDGEFIELD UTILITIES, INC.
Schedule of Approved Water Rates

<u>Residential, General Service and Irrigation</u>	<u>Rates Prior to Filing</u>	<u>Commission Approved Final Rates</u>
Base Facility Charge by Meter Size:		
5/8" x 3/4"	\$21.12	\$23.15
3/4"	\$31.74	\$34.73
1"	\$52.92	\$57.88
1 1/2"	\$105.41	\$115.75
2"	\$169.30	\$185.20
3"	\$241.48	\$370.40
4"	\$377.34	\$578.75
6"	\$754.69	\$1,157.50
<u>Gallonage Charge - Residential</u> (per 1,000 gallons) 0 - 5,000 gallons	\$2.19	\$4.00
5001 - 10,000 gallons	\$2.19	\$5.00
Over 10,000 gallons	\$2.19	\$8.01
<u>Gallonage Charge - General Service</u> (per 1,000 gallons)	2.19	\$4.97

Schedule of Approved Miscellaneous Service Charges				
Type of Charge	Present Charge		Commission Approved Charge	
	During Business Hours	After Business Hours	During Business Hours	After Business Hours
Initial Connection	\$10.00	\$15.00	\$21.00	\$42.00
Normal Reconnection	\$10.00	\$15.00	\$21.00	\$42.00
Violation Reconnection	\$10.00	\$15.00	\$21.00	\$42.00
Premises Visit (in lieu of disconnection)	\$5.00	\$5.00	N/A	N/A
Premises Visit	N/A	N/A	\$21.00	\$42.00

FPSC, CLK - CORRESPONDENCE
 Administrative Parties ~~Consumer~~
 DOCUMENT NO. 06740-08
 DISTRIBUTION: _____

Kimberley Pena

070694

From: Ed Suchora [esuchora@cfl.rr.com]
Sent: Wednesday, February 18, 2009 5:17 PM
To: Jan Kyle
Cc: Cheryl Bulecza-Banks; Bart Fletcher; Andrew Maurey; Kimberley Pena; Caroline Klancke; 'Martin Friedman'; Robert Goderis
Subject: RE: Wedgefield Utilities, Inc. Docket No. 070694-WS

Thank you for your response. I appreciate it although I'm still convinced that the rate increase is out of line and will result in a lot of brown lawns in Wedgefield.

Somehow this seems to have snuck up on all of us despite what Wedgefield Utilities said.

Ed Suchora

From: Jan Kyle [mailto:JKyle@PSC.STATE.FL.US]
Sent: Wednesday, February 18, 2009 10:58 AM
To: esuchora@cfl.rr.com
Cc: Cheryl Bulecza-Banks; Bart Fletcher; Andrew Maurey; Kimberley Pena; Caroline Klancke; Martin Friedman
Subject: Wedgefield Utilities, Inc. Docket No. 070694-WS

Dear Mr. Suchora:

Thank you for your e-mail in which you expressed your concerns about the Commission approved water rate increase for Wedgefield Utilities, Inc. (Wedgefield or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

Order PSC-08-0827-PAA-WS provided the following regarding the procedures for a protest:

As identified in the body of this order, our actions except for the four-year rate reduction and the requirement of proof of adjustments, are preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, at

2/19/2009

2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 12, 2009. If such a petition is filed, mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing. In the absence of such a petition, this order shall become effective and final upon the issuance of a Consummating Order.

The Commission received no formal protest as outlined above. Therefore, the Commission issued Consummating Order, PSC-09-0037-CO-WS, which makes Order PSC-08-0827-PAA-WS effective and final.

Wedgfield filed an affidavit with the Commission stating that a combined Initial Notice and Notice of Customer Meeting was mailed to all customers on July 22, 2008. This notice included the amount of Wedgfield's requested rate increase. In addition, Wedgfield filed an affidavit with the Commission that the Customer Notice of Final Rates was mailed to all customers on January 23, 2009. The Commission's Proposed Agency Action procedure was explained by Commission staff at the customer meeting held on August 5, 2008.

Below is a breakdown of the residential rates approved by the Commission:

Base Facility Charge:

5/8" x 3/4" Meter - \$23.15

Gallage Charge, per 1,000 Gallons:

0-5,000 Gallons - \$4.00

5,001-10,000 Gallons - \$5.00

Over 10,000 Gallons - \$8.01

The Commission unanimously approved rates which are designed to give the utility the opportunity to earn an increase in total revenue requirement of 50.69%. The Commission also approved a change in the residential rate structure designed to promote conservation. As a result of this change in structure, the percentage increase in revenue requirement is not applied directly to the individual rate components. For example, the increase in the base facility charge for residential customers with 5/8" meters is \$2.03, or 9.6%. In response to your request, the Commissioners who voted to approve the above rates were: Nancy Argenziano, Matthew Carter, Lisa Edgar, Katrina McMurrian and Nathan Skop.

In your e-mail, you state that the utility should provide customers with secondary meters for watering. Wedgfield does, in fact, have a separate tariff for irrigation. However, in accordance with the intent to promote conservation stated in the preceding paragraph, the same rate structure applies to irrigation. With respect to recycled water, Wedgfield does not currently have the infrastructure in place to provide reused water to residential customers. The costs of provision of reused water to the Wedgfield Golf Course are borne by the country club.

We understand your concerns regarding the Utility's Commission approved increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6932 or e-mail me at jkyle@psc.state.fl.us.

Sincerely,

Jan B. Kyle
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6932
Fax: (850) 413-6933

Complaint filed with PSC

2/19/2009

Select County: ORANGE
CUSTOMER INFORMATION

Name: Edward Suchora
Telephone: 407-568-7723
Email: esuchora@cfl.rr.com
Address: 2666 Babbitt Avenue Orlando 32833

BUSINESS INFORMATION

Business Account Name: Edward Suchora
Account Number:
Address: 2666 Babbitt Avenue Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.

Details:

I am writing to complain about the outrageous rate increase that the PSC apparently approved to Wedgefield Utilities for water in the Wedgefield subdivision. 51% is intolerable during these trying economic times. What were you thinking? I suppose you thought OPEC pushing the price of oil over \$4.00 a gallon was OK as well. Good grief! This needs to be adjusted to something more reasonable and Wedgefield Utilities needs to provide us with some reasonable options for watering our lawns. Brown lawns are a fire hazard. They should provide us with secondary watering meters or better yet, access to the recycled water that is used to irrigate the Wedgefield Golf Course. I and 1600 other families in Wedgefield are really upset about this.

In your response, please provide the names of the commissioners who approved this rate increase.

Thanks - Ed Suchora

2/19/2009

Kimberley Pena

070694

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~X~~ Consumer

From: Jan Kyle
Sent: Wednesday, February 18, 2009 10:58 AM
To: 'esuchora@cfl.rr.com'
Cc: Cheryl Bulecza-Banks; Bart Fletcher; Andrew Maurey; Kimberley Pena; Caroline Klancke; 'Martin Friedman'
Subject: Wedgefield Utilities, Inc. Docket No. 070694-WS

DOCUMENT NO. 06740-08
 DISTRIBUTION: _____

Dear Mr. Suchora:

Thank you for your e-mail in which you expressed your concerns about the Commission approved water rate increase for Wedgefield Utilities, Inc. (Wedgefield or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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Order PSC-08-0827-PAA-WS provided the following regarding the procedures for a protest:

As identified in the body of this order, our actions except for the four-year rate reduction and the requirement of proof of adjustments, are preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 12, 2009. If such a petition is filed, mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing. In the absence of such a petition, this order shall become effective and final upon the issuance of a Consummating Order.

The Commission received no formal protest as outlined above. Therefore, the Commission issued Consummating Order, PSC-09-0037-CO-WS, which makes Order PSC-08-0827-PAA-WS effective and final.

Wedgefield filed an affidavit with the Commission stating that a combined Initial Notice and Notice of Customer Meeting was mailed to all customers on July 22, 2008. This notice included the amount of Wedgefield's requested rate increase. In addition, Wedgefield filed an affidavit with the Commission that the Customer Notice of Final Rates was mailed to all customers on January 23, 2009. The Commission's Proposed Agency Action procedure was explained by Commission staff at the customer meeting held on August 5, 2008.

2/18/2009

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We understand your concerns regarding the Utility's Commission approved increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6932 or e-mail me at jkyle@psc.state.fl.us.

Sincerely,

Jan B. Kyle
 Division of Economic Regulation
 Florida Public Service Commission
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0850
 Telephone: (850) 413-6932
 Fax: (850) 413-6933

Complaint filed with PSC

Select County: ORANGE
 CUSTOMER INFORMATION

Name: Edward Suchora
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Business Account Name: Edward Suchora
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COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.

2/18/2009

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In your response, please provide the names of the commissioners who approved this rate increase.

Thanks - Ed Suchora

2/18/2009

Kimberley Pena 070694

FPSC, CLK - CORRESPONDENCE

~~Administrative Parties~~ Consumer

DOCUMENT NO. 06740-08

DISTRIBUTION: _____

From: Jan Kyle**Sent:** Wednesday, February 18, 2009 10:53 AM**To:** 'Drbrn409@yahoo.com'**Cc:** Cheryl Bulecza-Banks; Bart Fletcher; Andrew Maurey; Kimberley Pena; Caroline Klancke; 'Martin Friedman'**Subject:** Wedgefield Utilities, Inc. Docket No. 070694-WS

Dear Ms. Barnes:

Thank you for your e-mail in which you expressed your concerns about the Commission approved water rate increase for Wedgefield Utilities, Inc. (Wedgefield or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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In your e-mail, you stated that your average water bills from Wedgefield have been substantially greater than those from your previous water utility provider. By statute we do not regulate any municipal or county owned utilities; therefore, we do not have information on their rates. However, there are also many differences between Commission-regulated water and wastewater utilities and municipally-owned utilities that affect rates. For example, municipally-owned systems do not pay any income or property taxes and have access to low interest construction loans. Further a city or county may issue bonds to finance capital improvements. Municipally-owned systems often serve a varied customer base and may structure rates which result in general service customers paying more than their fair share of costs than residential customers. Also, cities and counties may subsidize their water and wastewater operations through electric rates or other sources.

Order PSC-08-0827-PAA-WS provided the following regarding the procedures for a protest:

As identified in the body of this order, our actions except for the four-year rate reduction and the requirement of proof of adjustments, are preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 12, 2009. If such a petition is filed, mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing. In the absence of such a petition, this order shall become

2/18/2009

effective and final upon the issuance of a Consummating Order.

The Commission received no formal protest as outlined above. Therefore, the Commission issued Consummating Order, PSC-09-0037-CO-WS, which makes Order PSC-08-0827-PAA-WS effective and final.

In your e-mail, you expressed concern about the notice given to customers. Wedgefield filed an affidavit with the Commission stating that a combined Initial Notice and Notice of Customer Meeting was mailed to all customers on July 22, 2008. This notice included the amount of Wedgefield's requested rate increase. In addition, Wedgefield filed an affidavit with the Commission that the Customer Notice of Final Rates was mailed to all customers on January 23, 2009. The Commission's Proposed Agency Action procedure was explained by Commission staff at the customer meeting held on August 5, 2008.

Below is a breakdown of the residential rates approved by the Commission:

Base Facility Charge:

5/8" x 3/4" Meter - \$23.15

Gallonage Charge, per 1,000 Gallons:

0-5,000 Gallons - \$4.00

5,001-10,000 Gallons - \$5.00

Over 10,000 Gallons - \$8.01

The Commission approved rates which are designed to give the utility the opportunity to earn an increase in total revenue requirement of 50.69%. The Commission also approved a change in the residential rate structure designed to promote conservation. As a result of this change in structure, the percentage increase in revenue requirement is not applied directly to the individual rate components. For example, the increase in the base facility charge for residential customers with 5/8" meters is \$2.03, or 9.6%.

We understand your concerns regarding the Utility's Commission approved increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6932 or e-mail me at jkyle@psc.state.fl.us.

Sincerely,

Jan B. Kyle

Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6932
Fax: (850) 413-6933

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Dianne Barnes
Telephone: 407-568-9292
Email: Drbrn409@yahoo.com
Address: 20676 Majestic Street Orlando 32833

BUSINESS INFORMATION

Business Account Name: Dianne Barnes
Account Number:
Address: 20676 Majestic Street Orlando Florida 32833

COMPLAINT INFORMATION

2/18/2009

Complaint: Other Complaint against Wedgefield Utilities, Inc.

Details:

RATE INCREASE TO RESIDENTIAL CONSUMERS OF GREATER THAN 50%

I am a single mom with one daughter, and I own a 962 sq. ft home. I have not watered my lawn in over 5 years, and I have NEVER washed my car at home. Why? Because in the past 6 yrs of living in Wedgefield, my average water bill is \$60.00/month. Less than 10 miles away in East Orange County, where I used to rent a home, my average bill, WITH watering my lawn ranged about \$30.00/month.

In speaking with a customer service representative of Utilities, Inc. it was said to me that they met all proposed requirements on the increase and that it was approved by the Florida Public Service Commission.

Please, we are not idiots. We, like the rest of Florida are fully aware of the present state of affairs/economy. Price increases seems to be the norm..BUT GREATER THAN 50%???? ARE YOU SERIOUS??? They are LEGALLY robbing us.

As I had mentioned to WFTV in Orlando I had never "seen" in print the actual proposed increase of 50%, (or else it was properly placed to "confuse the reader"). I am quite sure that if it WAS noticeable, I would not be having this letter being sent now...it would have been protested by Wedgefield residents.

Please, I urge you to have them reconsider the amount of the increase. I will be forwarding this to all state representatives.

Thank you.

Dianne R. Barnes

2/18/2009

Katie Ely

070694

From: Ruth McHargue
Sent: Friday, February 13, 2009 11:45 AM
To: Katie Ely
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: Protest to Wegefield Utilities Docket
Attachments: E-Form Other Complaint TRACKING NUMBER: 18123; E-Form Other Complaint TRACKING NUMBER: 18126

Please add to docket file.

From: Angie Calhoun
Sent: Thursday, February 12, 2009 3:06 PM
To: Ruth McHargue
Subject: Protest to Wegefield Utilities Docket

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 06740-08
DISTRIBUTION: ECR.GCC

Katie Ely

From: Consumer Contact
Sent: Thursday, February 12, 2009 12:34 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 18123

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Dianne Barnes
Telephone: 407-568-9292
Email: Drbrn409@yahoo.com
Address: 20676 Majestic Street Orlando 32833

BUSINESS INFORMATION

Business Account Name: Dianne Barnes
Account Number:
Address: 20676 Majestic Street Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.

Details:

RATE INCREASE TO RESIDENTIAL CONSUMERS OF GREATER THAN 50%

I am a single mom with one daughter, and I own a 962 sq. ft home. I have not watered my lawn in over 5 years, and I have NEVER washed my car at home. Why? Because in the past 6 yrs of living in Wedgefield, my average water bill is \$60.00/month. Less than 10 miles away in East Orange County, where I used to rent a home, my average bill, WITH watering my lawn ranged about \$30.00/month.

In speaking with a customer service representative of Utilities, Inc. it was said to me that they met all proposed requirements on the increase and that it was approved by the Florida Public Service Commission.

Please, we are not idiots. We, like the rest of Florida are fully aware of the present state of affairs/economy. Price increases seems to be the norm..BUT GREATER THAN 50%???? ARE YOU SERIOUS??? They are LEGALLY robbing us.

As I had mentioned to WFTV in Orlando I had never "seen" in print the actual proposed increase of 50%, (or else it was properly placed to "confuse the reader"). I am quite sure that if it WAS noticeable, I would not be having this letter being sent now...it would have been protested by Wedgefield residents.

Please, I urge you to have them reconsider the amount of the increase. I will be forwarding this to all state representatives.

Thank you.
Dianne R. Barnes

Katie Ely

From: Consumer Contact
Sent: Thursday, February 12, 2009 1:13 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 18126

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Edward Suchora
Telephone: 407-568-7723
Email: esuchora@cfl.rr.com
Address: 2666 Babbitt Avenue Orlando 32833

BUSINESS INFORMATION

Business Account Name: Edward Suchora
Account Number:
Address: 2666 Babbitt Avenue Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.

Details:

I am writing to complain about the outrageous rate increase that the PSC apparently approved to Wedgefield Utilities for water in the Wedgefield subdivision. 51% is intolerable during these trying economic times. What were you thinking? I suppose you thought OPEC pushing the price of oil over \$4.00 a gallon was OK as well. Good grief! This needs to be adjusted to something more reasonable and Wedgefield Utilities needs to provide us with some reasonable options for watering our lawns. Brown lawns are a fire hazard. They should provide us with secondary watering meters or better yet, access to the recycled water that is used to irrigate the Wedgefield Golf Course. I and 1600 other families in Wedgefield are really upset about this.

In your response, please provide the names of the commissioners who approved this rate increase.

Thanks - Ed Suchora

Kimberley Pena70694
FPSC, CLK - CORRESPONDENCE~~Administrative Parties~~ Consumer**From:** Jan Kyle

DOCUMENT NO. 06740-08

Sent: Thursday, February 12, 2009 10:02 AM

DISTRIBUTION:

To: 'deephillips@bellsouth.net'**Cc:** Cheryl Bulecza-Banks; Bart Fletcher; Andrew Maurey; Caroline Klancke; Kimberley Pena; Martin Friedman**Subject:** Wedgefield Utilities, Inc. Docket No. 070694-WS

Dear Mr. and Mrs. Phillips:

Thank you for your e-mail in which you expressed your concerns about the Commission approved water rate increase for Wedgefield Utilities, Inc. (Wedgefield or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

In your e-mail, you indicated that to your knowledge the Order was protested. Order PSC-08-0827-PAA-WS provided the following regarding the procedures for a protest:

As identified in the body of this order, our actions except for the four-year rate reduction and the requirement of proof of adjustments, are preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 12, 2009. If such a petition is filed, mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing. In the absence of such a petition, this order shall become effective and final upon the issuance of a Consummating Order.

The Commission received no formal protest as outlined above. Therefore, the Commission issued Consummating Order, PSC-09-0037-CO-WS, which makes Order PSC-08-0827-PAA-WS effective and final.

In your e-mail, you expressed concern about the notice given to customers. Wedgefield filed an affidavit with the Commission stating that a combined Initial Notice and Notice of Customer Meeting was mailed to all customers on July 22, 2008. In addition, Wedgefield filed an affidavit with the Commission that the Customer Notice of Final Rates was mailed to all customers on January 23, 2009. The documents which were posted at the Wedgefield Golf and Country Club were copies of: the utility's application for rate

2/12/2009

increase, the Minimum Filing Requirements; and a Rate Case Synopsis which contained essentially the same information included in the Initial Notice. The Commission's Proposed Agency Action procedure was explained by Commission staff at the customer meeting held on August 5, 2008.

Below is a breakdown of the residential rates approved by the Commission:

Base Facility Charge:

5/8" x 3/4" Meter - \$23.15

Gallage Charge, per 1,000 Gallons:

0-5,000 Gallons - \$4.00

5,001-10,000 Gallons - \$5.00

Over 10,000 Gallons - \$8.01

In your e-mail, you expressed concern with the calculation of the rate increase. The Commission approved rates which are designed to give the utility the opportunity to earn an increase in total revenue requirement of 50.69%. The Commission also approved a change in the residential rate structure designed to promote conservation. As a result of this change in structure, the percentage increase in revenue requirement is not applied directly to the individual rate components. For example, the increase in the base facility charge for residential customers with 5/8" meters is \$2.03, or 9.6%.

We understand your concerns regarding the Utility's Commission approved increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6932 or e-mail me at jkyle@psc.state.fl.us.

Sincerely,

Jan B. Kyle
 Division of Economic Regulation
 Florida Public Service Commission
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0850
 Telephone: (850) 413-6932
 Fax: (850) 413-6933

-----Original Message-----

From: Ruth McHargue
 Sent: Tuesday, February 10, 2009 2:25 PM
 To: Ruth Nettles
 Cc: Kimberley Pena; Cheryl Bulecza-Banks
 Subject: Docket 070694

Please add to docket file.

Note: We could not locate an attachment with this e-mail.

-----Original Message-----

From: Consumer Contact
 Sent: Tuesday, February 10, 2009 10:14 AM
 To: Ruth McHargue
 Subject: FW: E-Form Other Complaint TRACKING NUMBER: 17904

To CLK Protest to docket 070694

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
 Sent: Monday, February 09, 2009 5:28 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 17904

2/12/2009

Complaint, filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Diane & Michael Phillips
Telephone: 407 568 7524
Email: deephillips@bellsouth.net
Address: 20477 Netherland Street Orlando 32833

BUSINESS INFORMATION

Business Account Name: Michael C. Phillips Account Number: do not have it with me at work
Address: same as above Orlando FL 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.

Details:

From: Michael & Diane Phillips
20477 Netherland Street
Orlando, FL 32833
407/568-7524

To: Richard Koeteew
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Cc: Wedgefield Utilities, Inc.
200 Weathersfield Ave.
Altamonte Springs, FL 32714

I would like to file a complaint regarding the attached Customer Notice for increased water service rates (Docket #070694).

To begin, we as residents of Wedgefield never received a copy of this notice. A neighbor told us about it and gave us a copy.

They also informed us of their call to Wedgefield Utilities asking about the fact that the increase was not protested. They were told that information regarding the increase was ?posted? at the Wedgefield Golf Club (not mailed to all individuals who are affected by it). I find this statement alone ?shady.? Do you really think that all of the residents of Wedgefield frequent the golf club? I feel that their handling of this was quite underhanded.

The first meeting that they did hold at the golf club was attended by many and equally protested. Everyone complained about the ridiculous amount of the increase and the fact that the water is undrinkable. Many residents purchase their drinking water. There were other complaints about the water ? not just the fact that you can't drink it.

I think that the second posted notice was their way of not facing the residents again knowing that everyone would most definitely protest this ridiculous increase.

I keep hearing the word recession and I see many people out of work yet Wedgefield Utilities feels that a 50.69% increase is necessary at this time. If you will look at the rates on the 2nd sheet of the attachment you will see that they have definitely increased the rates much more than the stated 50.69%. If those rates were approved by the Commission then certainly someone involved in this sham has no idea how to calculate percentage increases.

If the rate prior to filing was \$2.19/gallon and you increase that by 50.69% it = \$1.11 more per gallon (\$3.30) not the \$1.81 increase (\$4.00) indicated on the sheet.

$$\$2.19 \times .5069 = \$1.11 \qquad \$2.19 + \$1.11 = \$3.30$$

2/12/2009

****CLK OFFICIAL DOCUMENT...****

Kimberley Pena

070694

From: Ruth McHargue
Sent: Tuesday, February 10, 2009 2:25 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: Docket 070694

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~X~~ Consumer
DOCUMENT NO. 06740-08
DISTRIBUTION: ECR, GCU

Please add to docket file.

Note: We could not locate an attachment with this e-mail.

-----Original Message-----

From: Consumer Contact
Sent: Tuesday, February 10, 2009 10:14 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 17904

To CLK Protest to docket 070694

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, February 09, 2009 5:28 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 17904

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Diane & Michael Phillips
Telephone: 407 568 7524
Email: deephillips@bellsouth.net
Address: 20477 Netherland Street Orlando 32833

BUSINESS INFORMATION

Business Account Name: Michael C. Phillips Account Number: do not have it with me at work
Address: same as above Orlando FL 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.
Details:

From: Michael & Diane Phillips
20477 Netherland Street
Orlando, FL 32833
407/568-7524

****CLK OFFICIAL DOCUMENT...****

To: Richard Koeteeuw
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Cc: Wedgefield Utilities, Inc.
200 Weathersfield Ave.
Altamonte Springs, FL 32714

I would like to file a complaint regarding the attached Customer Notice for increased water service rates (Docket #070694).

To begin, we as residents of Wedgefield never received a copy of this notice. A neighbor told us about it and gave us a copy.

They also informed us of their call to Wedgefield Utilities asking about the fact that the increase was not protested. They were told that information regarding the increase was "posted" at the Wedgefield Golf Club (not mailed to all individuals who are affected by it). I find this statement alone "shady." Do you really think that all of the residents of Wedgefield frequent the golf club? I feel that their handling of this was quite underhanded.

The first meeting that they did hold at the golf club was attended by many and equally protested. Everyone complained about the ridiculous amount of the increase and the fact that the water is undrinkable. Many residents purchase their drinking water. There were other complaints about the water "not just the fact that you can't drink it.

I think that the second posted notice was their way of not facing the residents again knowing that everyone would most definitely protest this ridiculous increase.

I keep hearing the word recession and I see many people out of work yet Wedgefield Utilities feels that a 50.69% increase is necessary at this time. If you will look at the rates on the 2nd sheet of the attachment you will see that they have definitely increased the rates much more than the stated 50.69%. If those rates were approved by the Commission then certainly someone involved in this sham has no idea how to calculate percentage increases.

If the rate prior to filing was \$2.19/gallon and you increase that by 50.69% it = \$1.11 more per gallon (\$3.30) not the \$1.81 increase (\$4.00) indicated on the sheet.

$\$2.19 \times .5069 = \1.11 $\$2.19 + \$1.11 = \$3.30$

So, someone please tell me how and why this was approved and what we can do to have our fair chance to protest.

Respectfully,

Michael & Diane Phillips

070694

From: Robert and Paula Cirucci
2649 Babbitt Avenue
Orlando, FL 32833
407-568-5566

RECEIVED-FPSC
09 FEB 12 PM 3:41

To: Richard Koeteew
Florida Public Services Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

COMMISSION
CLERK

CC: Wedgefield Utilities, Inc.
200 Weathersfield Ave.
Altamonte Springs, FL 32714

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 06740-08
DISTRIBUTION: _____

Dear Mr. Loeteew:

We spoke to you on the phone concerning the letter from Wedgefield Utilities, Inc. dated January 23, 2009. This was their way of notifying the residents of our community that a rate increase of 50.69% had been approved by the Commission under Proposed Agency Action Order No. PSC-08-0827-PAA-WS (PAA Order) issued December 22, 2008. In addition, this letter noted, the Commission approved revised miscellaneous service charges.

Please note that the letter stated that "these rates and charges were designed to allow the Utility the opportunity to recover its reasonable and prudent costs for providing service, and a reasonable rate of return on its investment in facilities necessary to provide such water service."

The words "opportunity", "reasonable", "prudent costs", and "reasonable rate of return" put up a RED FLAG in our mind. How can anyone consider in today's economy that an increase of 50.69% is either reasonable or prudent. The only word that they have used in this letter that is meaningful is "opportunity." Yes, this is their "opportunity" to provide undrinkable water to Wedgefield and at a revised rate that is totally unacceptable. Furthermore, their percentage of increase is not mathematically correct. Please note that our previous rate was \$2.19 per 1000 gallons. Accordingly, the new rate should be \$1.11 more or \$3.30 per 1000 gallons. The chart on the back of their letter indicates that the new rate is \$4.00 per 1000 gallons. Furthermore, the chart is based on a "tiered billing" system which far exceeds their proposed rate increase of 50.69%. This should be considered as fraud.

We are sure that other Wedgefield residents are intelligent enough to do the math and will be willing to protest this new proposal. We will be posting these letters of protest at the Clubhouse. Wedgefield Utilities had indicated that they had posted a notice of increase (the PAA Order). Their letter states that "the PAA Order was not protested within the protest period." Since they did not give us an "opportunity" to do so, we will be doing this now. Please expect to hear from many more residents. Moreover, if necessary, the local news media and television stations will be contacted concerning our protest.

Thanking you in advance for your kind cooperation in this matter.

Regards,

RECEIVED

FEB 11 2009
Florida Public Service Commission
Division of SSC

consumed corner

CUSTOMER NOTICE

contact @ PSC. state: FL. US
ISSUED: JANUARY 23, 2009

to file a complaint

On May 30, 2008, Wedgefield Utilities, Inc. (the "Utility"), completed its application to the Florida Public Service Commission (the "Commission") for increased water service rates, in which it requested a permanent water service rate increase of 58.66%.

By Proposed Agency Action Order No. PSC-08-0827-PAA-WS ("PAA Order"), issued December 22, 2008, the Commission approved a rate increase of 50.69%. In addition, the Commission approved revised miscellaneous service charges. These rates and charges were designed to allow the Utility the opportunity to recover its reasonable and prudent costs for providing service, and a reasonable rate of return on its investment in facilities necessary to provide such water service. The PAA Order was not protested within the protest period, and became final by Order No. PSC-09-0037-CO-WS, issued January 20, 2009.

The increased rates and charges are effective for service on or after January 28, 2009.

The rates prior to filing, the Commission-approved water, and approved revised miscellaneous service charges are attached to this customer notice.

This notice was prepared by the Utility and approved by the Commission Staff for distribution by the Utility to its customers.

If you have any questions about your bill, please contact the Utility at (800) 272-1919.

Richard Koeteuw - Tall. 2540 Shumard Oak Blvd. W. 32399

Sincerely,

PSE

Wedgefield Utilities, Inc.

Public Comm.

*(for utilities)

800-342-

3552

FAX 800-511-0809

1/26 4:30
Karen Savik - manager left message to explain new rates

1/29 - left another message with Karen. She is the only person who can discuss new rates

2/2 - was told they contact - received 509 (homepage) phone calls concerning this matter. www.FLA PSE.com

WEDGEFIELD UTILITIES, INC.
Schedule of Approved Water Rates

<u>Residential, General Service and Irrigation</u>	<u>Rates Prior to Filing</u>	<u>Commission Approved Final Rates</u>
Base Facility Charge by Meter Size:		
→ 5/8" x 3/4"	\$21.12	\$23.15
3/4"	\$31.74	\$34.73
1"	\$52.92	\$57.88
1 1/2"	\$105.41	\$115.75
2"	\$169.30	\$185.20
3"	\$241.48	\$370.40
4"	\$377.34	\$578.75
6"	\$754.69	\$1,157.50
<u>Gallage Charge - Residential</u> (per 1,000 gallons) 0 - 5,000 gallons	\$2.19	\$4.00
5001 - 10,000 gallons	\$2.19	\$5.00
Over 10,000 gallons	\$2.19	\$8.01
<u>Gallage Charge - General Service</u> (per 1,000 gallons)	2.19	\$4.97

Schedule of Approved Miscellaneous Service Charges				
Type of Charge	Present Charge		Commission Approved Charge	
	During Business Hours	After Business Hours	During Business Hours	After Business Hours
Initial Connection	\$10.00	\$15.00	\$21.00	\$42.00
Normal Reconnection	\$10.00	\$15.00	\$21.00	\$42.00
Violation Reconnection	\$10.00	\$15.00	\$21.00	\$42.00
Premises Visit (in lieu of disconnection)	\$5.00	\$5.00	N/A	N/A
Premises Visit	N/A	N/A	\$21.00	\$42.00

RECEIVED

FEB 11 2009

Florida Public Service Commission
Division of SSC

Kimberley Pena

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06740-08		
DISTRIBUTION: ECR GCL		

070694

From: AJ S. [aj@beingdevious.com]
Sent: Tuesday, February 03, 2009 11:21 PM
To: Jared Deason
Cc: Cheryl Bulecza-Banks; Bart Fletcher; Jan Kyle; Caroline Klancke; Kimberley Pena
Subject: Re: Wedgefield Utilities, Inc. - Docket No. 070694-WS

Jared, and everyone else at the PSC

First off, thank you for replying and keeping me informed! I really do appreciate it.

According to the rate chart you supplied, and I understand that's a vague estimate.. it is grossly inaccurate as to what our actual bills are.

I have lived in Wedgefield for about 18 months now, and we average 12-14k gallons of usage per month. Our bill has never been less than \$120ish, except for once when it was in the \$70 range. But the following month it was over \$220. I would worship the PSC if I received a water bill for less than \$100/month. We have had our systems checked for leaks, and reduced consumption (turning down sprinkler usage).

We have voiced these concerns to the utilities company, and yet we still have water that is outrageously overpriced, as well as no where near the quality of water compared to the rest of Orlando.

The homeowners in Wedgefield had a meeting with I believe someone from the PSC to voice concern over this, that was the meeting I was referring to. I guess that was not the protest. While you say we had a 15 day period to protest, when did this period begin and end? We were never notified.

Thank you again for addressing my concerns
-AJ Seelund
321-804-4613

Jared Deason wrote:

Dear Mr. Seelund:

Thank you for your e-mail in which you expressed your concerns about the Commission approved water rate increase for Wedgefield Utilities, Inc. (Wedgefield or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the

2/4/2009

geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

In your letter, you indicated that to your knowledge the Order was protested. Order PSC-08-0827-PAA-WS provided the following regarding the procedures for a protest:

Any party adversely affected by the Commission's final action in this matter may request: (1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, within fifteen 15 days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or (2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty 30 days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900a, Florida Rules of Appellate Procedure.

The Commission received no formal protest outlined above. Therefore, the Commission issued a consummating Order, PSC-09-0037-CO-WS, which makes Order PSC-08-0827-PAA-WS effective and final. Below is a breakdown of the residential rates approved by the Commission:

Base Facility Charge:

5/8" x 3/4" Meter - \$23.15

Gallage Charge, per 1,000 Gallons:

0-5,000 Gallons - \$4.00

5,001-10,000 Gallons - \$5.00

Over 10,000 Gallons - \$8.01

Based on the above Commission approved rates, the following is a breakdown of typical residential bills at varying usage levels:

Typical Monthly Residential Bills:

3,000 Gallons - \$35.15

5,000 Gallons - \$43.15

10,000 Gallons - \$68.15

20,000 Gallons - \$148.24

30,000 Gallons - \$228.34

40,000 Gallons - \$308.44

50,000 Gallons - \$388.54

We understand your concerns regarding the Utility's Commission approved increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,

Jared Deason
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard

2/4/2009

Tallahassee, Florida 32399-0850
Telephone: (850) 413-6844
Fax: (850) 413-6845

-----Original Message-----

From: Cheryl Bulecza-Banks
Sent: Monday, February 02, 2009 8:31 AM
To: Jared Deason
Cc: Bart Fletcher
Subject: FW: Docket correspondence

-----Original Message-----

From: Ruth McHargue
Sent: Thursday, January 29, 2009 11:33 AM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: Docket correspondence

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Thursday, January 29, 2009 9:55 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 17509

Protest to Docket 070694 Wedgefield Utilities, Inc.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, January 28, 2009 4:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 17509

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: AJ Seelund
Telephone: 3218044613
Email: aj@beingdevious.com
Address: 2554 Lyndscape St Orlando 32833

BUSINESS INFORMATION

Business Account Name: AJ Seelund
Account Number:
Address: 2554 Lyndscape St Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.
Details:
To whom it may concern:

I am writing you in regards to PAA order PSC-08-0827-PAA-WS

In Quarter 4 of 2008 the residents of the Wedgefield community in east Orlando were mailed a notification of a possible rate increase to our water supply. Several of us attended a meeting to protest the said rate

2/4/2009

increase and were told we would have information in the coming months. Yesterday (1/27/09) We were mailed a letter stating that the rate increase of 50% was approved by the PSC. It states that the order was not protested in the allotted protest period, which to my knowledge it was.

According to the approved rate increase, and our lack of options in choosing water (only one company, Utilities Inc.) we are now expected to pay a nearly \$400/month water bill, for a service that is required for LIVING.

I absolutely WILL not accept a bill for nearly the same amount as my car payment. I highly suggest that your commission Looks into this matter as soon as possible, because with the ever worsening economy I am sure that I am not the only resident in wedgfield that will not pay that exorbitant amount for WATER.

I choose to pay that amount for a vehicle i do not need. however, I need water to live. i am required by my lease agreement to have it running in my house.

I am now being forced to choose between breaking my lease (will be cheaper in the long run) or not paying the water bill. I can tell you right now that when the first bill arrives for that amount, I WILL NOT PAY IT!

Please look into this issue, as i expect you will have many other complaints.

Kind regards,
-AJ Seelund
2554 Lyndscape St
Orlando FL, 32833
321-804-4613

--

AJ Seelund
Senior Software Engineer
Graphic Designer

BeingDevious.com
2554 Lyndscape St.
Orlando, FL 32833

Mobile: 321-331-5321
Email: AJ@beingdevious.com
AIM: *beingdevious*

:: be devious ::

****CLK OFFICIAL DOCUMENT...****

Kimberley Pena

070694

From: Jared Deason
Sent: Tuesday, February 03, 2009 9:20 AM
To: 'aj@beingdevious.com'
Cc: Cheryl Bulecza-Banks; Bart Fletcher; Jan Kyle; Caroline Klancke; Kimberley Pena
Subject: RE: Wedgefield Utilities, Inc. - Docket No. 070694-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06740-08		
DISTRIBUTION:		

Dear Mr. Seelund:

Thank you for your e-mail in which you expressed your concerns about the Commission approved water rate increase for Wedgefield Utilities, Inc. (Wedgefield or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

In your letter, you indicated that to your knowledge the Order was protested. Order PSC-08-0827-PAA-WS provided the following regarding the procedures for a protest:

Any party adversely affected by the Commission's final action in this matter may request: (1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, within fifteen 15 days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or (2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty 30 days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900a, Florida Rules of Appellate Procedure.

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****CLK OFFICIAL DOCUMENT...****

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Over 10,000 Gallons - \$8.01

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10,000 Gallons - \$68.15
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40,000 Gallons - \$308.44
50,000 Gallons - \$388.54

We understand your concerns regarding the Utility's Commission approved increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,

Jared Deason
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6844
Fax: (850) 413-6845

-----Original Message-----

From: Cheryl Bulecza-Banks
Sent: Monday, February 02, 2009 8:31 AM
To: Jared Deason
Cc: Bart Fletcher
Subject: FW: Docket correspondence

-----Original Message-----

From: Ruth McHargue
Sent: Thursday, January 29, 2009 11:33 AM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks

****CLK OFFICIAL DOCUMENT...****

Subject: Docket correspondence

Please add to docket file.

-----Original Message-----

From: Consumer Contact

Sent: Thursday, January 29, 2009 9:55 AM

To: Ruth McHargue

Subject: FW: E-Form Other Complaint TRACKING NUMBER: 17509

Protest to Docket 070694 Wedgefield Utilities, Inc.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Wednesday, January 28, 2009 4:02 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 17509

Complaint filed with PSC

Select County: ORANGE

CUSTOMER INFORMATION

Name: AJ Seelund

Telephone: 3218044613

Email: aj@beingdevious.com

Address: 2554 Lyndscape St Orlando 32833

BUSINESS INFORMATION

Business Account Name: AJ Seelund

Account Number:

Address: 2554 Lyndscape St Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.

Details:

To whom it may concern:

I am writing you in regards to PAA order PSC-08-0827-PAA-WS

In Quarter 4 of 2008 the residents of the Wedgefield community in east Orlando were mailed a notification of a possible rate increase to our water supply. Several of us attended a meeting to protest the said rate increase and were told we would have information in the coming months. Yesterday (1/27/09) We were mailed a letter stating that the rate increase of 50% was approved by the PSC. It states that the order was not protested in the allotted protest period, which to my knowledge it was.

According to the approved rate increase, and our lack of options in choosing water (only one company, Utilities

****CLK OFFICIAL DOCUMENT...****

Inc.) we are now expected to pay a nearly \$400/month water bill, for a service that is required for LIVING.

I absolutely WILL not accept a bill for nearly the same amount as my car payment. I highly suggest that your commission Looks into this matter as soon as possible, because with the ever worsening economy I am sure that I am not the only resident in wedgefield that will not pay that exorbitant amount for WATER.

I choose to pay that amount for a vehicle i do not need. however, I need water to live. i am required by my lease agreement to have it running in my house.

I am now being forced to choose between breaking my lease (will be cheaper in the long run) or not paying the water bill. I can tell you right now that when the first bill arrives for that amount, I WILL NOT PAY IT!

Please look into this issue, as i expect you will have many other complaints.

Kind regards,
-AJ Seelund
2554 Lyndscape St
Orlando FL, 32833
321-804-4613

Ann Cole

From: Ann Cole
Sent: Monday, February 02, 2009 12:45 PM
To: Cristina Slaton
Cc: Administrative Assistants - Commission Suite; Commissioners Advisors
Subject: RE:

Thanks, Cristina. The Wedgefield Utilities, Inc. attachment has been printed and will be placed in *Docket Correspondence - Consumers and their representatives*, Docket No. 070694-WS.

From: Cristina Slaton
Sent: Friday, January 30, 2009 4:31 PM
To: Ann Cole
Cc: Administrative Assistants - Commission Suite; Commissioners Advisors
Subject:

Ann,

Please place the attached in the correspondence file for 070694-WS.

Thank you,
Cristina

Ann Cole

From: maria power [mmpower@bellsouth.net]
Sent: Thursday, January 29, 2009 7:30 PM
To: Office of Commissioner Skop
Subject: Wedgefield Utilities inc.

I am a very angry wedgefield resident. Not only for the Utilities, but also the commissioner having to approved a rate increase of 50.69% (proposed agency action order no.PSC-08-0827-PAA-WS), In addition, The Commissioner approved revised miscellaneous service charges. I wonder where the interest of the consumer lies at....After paying exorbitant prices since I have been a resident here for inferior water that has been borderline of a health hazard. I've presently on remission Breast Cancer Survival spending \$25 to \$35 a month purchasing water because I do not feel safe drinking the water of wedgefield. And if you were to do any comparision with OUC and Progress Energy Utilities rates are at lot lower than what the residents of wedgefield paid (almost double). The sad thing is Wedgefield resident do not have a choice to go with another Utilities. In case you haven't heard everyone is going thru some hard times trying to survive yet another increase (Gas,food, job losses).

****CLK OFFICIAL DOCUMENT...**b>**

070694

Kimberley Pena

From: Ruth McHargue
Sent: Thursday, January 29, 2009 11:33 AM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: Docket correspondence

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 06740-08
DISTRIBUTION: ECR, GCU

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Thursday, January 29, 2009 9:55 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 17509

Protest to Docket 070694 Wedgefield Utilities, Inc.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, January 28, 2009 4:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 17509

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: AJ Seelund
Telephone: 3218044613
Email: aj@beingdevious.com
Address: 2554 Lyndscape St Orlando 32833

BUSINESS INFORMATION

Business Account Name: AJ Seelund
Account Number:
Address: 2554 Lyndscape St Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.
Details:
To whom it may concern:

I am writing you in regards to PAA order PSC-08-0827-PAA-WS

****CLK OFFICIAL DOCUMENT...****

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I absolutely WILL not accept a bill for nearly the same amount as my car payment. I highly suggest that your commission Looks into this matter as soon as possible, because with the ever worsening economy I am sure that I am not the only resident in wedgefield that will not pay that exorbitant amount for WATER.

I choose to pay that amount for a vehicle i do not need. however, I need water to live. i am required by my lease agreement to have it running in my house.

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Please look into this issue, as i expect you will have many other complaints.

Kind regards,
-AJ Seelund
2554 Lyndscape St
Orlando FL, 32833
321-804-4613

****CLK OFFICIAL DOCUMENT...****

Kimberley Pena 070694

From: Ruth McHargue
Sent: Thursday, November 20, 2008 2:15 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: docket number 070694-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06740-08		
DISTRIBUTION: _____		

-----Original Message-----

From: Robin Bell-Wright [mailto:bugnit2@yahoo.com]
Sent: Tuesday, November 18, 2008 9:12 PM
To: Consumer Contact
Subject: docket number 070694-WS

To Whom It May Concern:

We have been residents for four years at the Reserve At Wedgefield. At our most recent homeowners meeting it was brought to our attention that our current water assessment will increase at 64.3%. Of course, we, myself and other homeowners find this ridiculous. Wedgefield already has the highest rates in Orange County and out of the four years we have lived here only two maybe two and half years have been supposed safe to consume. At a time when people are experiencing financial hardships, Wedgefield Utilities would only be adding to that hardship. In closing, it is my intent to notify you we are totally against raising our current rates, especially for water that is not always safe to use!

Sincerely,

Robin & Steve Wright

Ruth Nettles

From: Ruth McHargue
Sent: Wednesday, October 15, 2008 10:30 AM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: Florida PSC Docket #070694 request for information

RECEIVED-FPSC
OCT 15 AM 10:51
COMMISSION
CLERK

Please add to docket file.

From: Consumer Contact
Sent: Wednesday, October 15, 2008 7:42 AM
To: Ruth McHargue
Subject: FW: Florida PSC Docket #070694 request for information

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 06740-08
DISTRIBUTION: _____

To CLK

From: Rich W. [mailto:rw0365@gmail.com]
Sent: Tuesday, October 14, 2008 11:46 PM
To: Consumer Contact
Subject: Florida PSC Docket #070694 request for information

To:

Florida Public Service Commission
Attn. : Jan Kyle, CPA
Regulatory Analyst
LV

Ref. : Docket #070694-WS (Application for increase in water rates in Orange County by Wedgefield Utilities, Inc.).

Regarding Docket #070694-WS supporting document #07740-08 (Wedgefield (Marcelli) - Letter dated 8/25/08 providing response to staff's first data request dated 7/23/08) dated 08/26/08

What is the current status of the responses shown as pending completion in Wedgefield Utilities, Inc. response in Doc. #07740-08 Item #7 (Ref. "Attachment In Response To Item #7" (Response to the Sanitary Survey dated 7/27/07 included in Volume III(b), Inspection Reports))

Specifically, what is the current status of their following deficiency responses :

- Deficiency No. 4.- Failure to maintain the aerator.
- Deficiency No. 5. - Failure to maintain water system piping.
- Deficiency No. 7. - Failure to provide an acceptable operation and maintenance manual.
- Deficiency No. 9. - Failure to provide a written preventative maintenance program.
- Deficiency No. 10. - Failure to keep records documenting that isolation valves are being exercised.

10/15/2008

Also, what is the current status of the following Comment/Reminder response :

- Comment/Reminder No. 3 - Provide documentation

of last cleaning and inspection for finished water storage tanks. (Referenced attachment is not included in the document)

Has Wedgefield Utilities, Inc. completed all of the above actions required by the Florida Dept. of Environmental Protection to correct the deficiencies in their operations? During my review of documents related to Docket #070694-WS, I did not find any verification that these actions have since been completed by the utility.

Thank You,

Richard Witkowski
2705 Abalone Blvd.
Orlando, Fl. 32833

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

August 29, 2008

LuAnn Nemeth
2849 Regency Oak Lane
Orlando, FL 32833

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06740-08		
DISTRIBUTION		

RECEIVED-FPSC
08 SEP -2 PM 12:56
COMMISSION
CLERK

070694-WS

Re: Your Correspondence to the Commission Regarding Wedgefield Utilities, Inc.

Dear Ms. Nemeth:

Thank you for your letter dated March 21, 2007 in which you expressed your concerns about a rate increase petition filed by Wedgefield Utilities, Inc. (Wedgefield). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

LuAnn Nemeth
Page 2
August 29, 2008

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system, the quality of the water at its source, the number of customers, and, the geographic spread of the service area. In addition, government-run water and wastewater utilities do not pay federal income taxes which can also impact the level of rate charged.

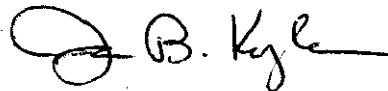
During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Wedgfield's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Wedgfield's case, the staff recommendation regarding the utility's request is scheduled to be submitted October 16, 2008, and is scheduled to be heard by the Commissioners at the October 28, 2008, Agenda Conference. Once the Commissioners vote on the staff recommendation, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6932 or e-mail me at jkyle@psc.state.fl.us.

Sincerely,



Jan Kyle
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Maurey)
Office of Commission Clerk (Docket No. 070694-WS)

Nemeth
2849 Regency Oak Lane
Orlando, FL 32833

Application for a rate increase in Orange County by

Wedgefield Utilities, Inc

DOCKET NO. 070694-WS

DISTRIBUTION CENTER

09/16/08
PSC, CLK - CORRESPONDENCE
 Administrative Parties Conditions
DOCUMENT NO. 06740-08
DISTRIBUTION: GCL, ECR

43

Name LuAnn Nemeth Docket # 070694-
Address 2849 Regency Oak Lane WS
Orlando, FL 32833

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-3636.

Correspondence will be placed in the file of this docket.

RECEIVED-FPSC
08 AUG 07 AM 10:16
COMMISSION CLERK

CONSUMER COMMENTS

I strongly oppose the proposed increase to our water bill for 2 reasons. First, the quality of the water is, and always has been, substandard since I moved to Wedgefield in 2005. We have had high levels of toxins, salt, and even the horrific smell of sulfur to deal with on a regular basis. Many of us use bottled and filtered water out of fear for our health and that of our families. Secondly, the price increase is outrageous and not competitive with any other local rates that are reasonable. Our rates for power are also atrocious. My average bill is \$70/month for a 2 person household that is extremely conservative in water usage. I have done it all - new shower heads,

Fold and tape - see back for address

STAMP

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Fold Here

Tape

Fold Here

p. 2

bricks in the toilet tanks, no sprinkler usage or very limited, at best. My 13 year old son thinks there is something wrong with me because I am so obsessive about wasting water.

No one should have to live this way. I have lived in other states and other areas in Florida and never have I had to deal with a situation like this regarding water quality and consumption.

I sincerely hope this matter will be thoroughly investigated. I did attend the meeting and was appreciative that the Public Service Commission would hear our community voice it's many concerns. One final note. The 3 representatives that night were each given a glass of water from the golf club water supply. I did not see one of them take even a sip! That alone sent a strong message. I just hope someone hears it. I, for one, intend to pursue a just resolution to this matter.

Sincerely,
John R. H.

407-761-9460

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED-FPSC
08 AUG 21 PM 4:07
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 06746-08
DISTRIBUTION:

Public Service Commission

August 20, 2008

Ms. Charlene Froling
2916 Abalone Boulevard
Orlando, FL 32833

Re: Application for increase in rates by Wedgefield Utilities, Inc.

Dear Ms. Froling:

Thank you for your recent comments regarding a rate increase requested by Wedgefield Utilities, Inc. Customer comments are an integral part of the Commission's analysis of the utility's rate request. A copy of your letter will be placed on the correspondence side of the official docket file for the Commissioners and all parties to review.

In your comments, you express concern about the quality of water provided by Wedgefield Utilities, Inc. The staff engineer assigned to this case contacted the utility and has been assured that the new MIEX treatment system has been in continuous operation since shortly before the August 5 customer meeting and that the quality of water should now be improving. In addition, the utility representative informed him that the issue of salty tasting water, which occurred in May, was due to a specific malfunction which has been identified and corrected.

If you have any further questions, please do not hesitate to contact me at (850) 413-6932.

Sincerely,

Jan Kyle
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Maurey)
Office of Commission Clerk (Docket No. 070694-WS)

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

August 20, 2008

Ms. Sylvia Cox
20251 Majestic Court
Orlando, FL 32833

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06740-08		
DISTRIBUTION:		

RECEIVED-FPSC
08 AUG 20 PM 1:20
COMMISSION
CLERK

Re: Application for increase in rates by Wedgefield Utilities, Inc.

Dear Ms. Cox:

Thank you for your recent comments regarding a rate increase requested by Wedgefield Utilities, Inc. Customer comments are an integral part of the Commission's analysis of the utility's rate request. A copy of your letter will be placed on the correspondence side of the official docket file for the Commissioners and all parties to review.

In your comments, you express concern about the amount and basis of the requested rate increase. Our investigation of this case is not complete; however, I can assure you that the rates approved will be based upon a return on the utility's investment in property and plant which is used and useful in the public service as defined by applicable statute and rule.

If you have any further questions, please do not hesitate to contact me at (850) 413-6932.

Sincerely,

A handwritten signature in black ink that reads "Jan Kyle".

Jan Kyle
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Maurey)
Office of Commission Clerk (Docket No. 070694-WS)

RECEIVED-FPSC
08 AUG 13 AM 11:28

COMMISSION
CLERK

Application for a rate increase in Orange County by

Wedgefield Utilities, Inc.

DOCKET NO. 070694-WS

08 AUG 13 AM 7:19

DISTRIBUTION CENTER

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 06740-06
DISTRIBUTION: ECR:GCL

Name Sylvia Cox
Address 20251 Majestic st
Orlando, FL 32833 (Wedgefield)

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I don't mind paying higher water bills but not an increase of 63 percent.

I don't think it is fair that they are increasing our water bills in order to put water + sewer for the new Villas on Maxim that have been sitting there empty for 3 years due to no water + sewer.

Bay Pointe Builders wants to build Condo's across the street off of 520 + why should we pay for pipes + water + sewer for new growth.

Thank you - Sylvia Cox

Fold and tape - see back for address

Application for a rate increase in Orange County by

Wedgfield Utilities, Inc.

DOCKET NO. 070694-WS

RECEIVED-FPSC

08 AUG -8 AM 8:37

COMMISSION
CLERK

Name Charlene Poling
 Address 2916 Abalone BLVD.
Orlando FL 32833

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 0674608
 DISTRIBUTION: ECR JBL

If you want to let the Public Service Commission know how you feel about this case,
 you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

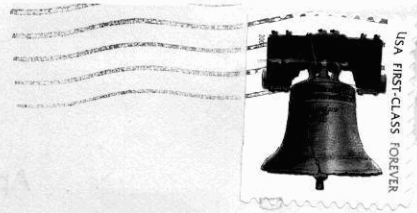
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

No Increase on rates.
 Due to you can't even
 Drink the water.
 Quality of water thats the problem!
 End of May the water was so
 Salty it made me sick you
 couldn't even brush your
 teeth.
 Aug 4th the water
 smelled like swimming pool.
 This is Not Good for
 any ones health!

Fold and tape -- see back for address

A. Froling
2914 Abalone BLVD
Orlando FL 32833



08 AUG -8 AM 7:17

DISTRIBUTION CENTER

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

DELIVERY POINT
DOCUMENT NO.
EXC. CTY. - COLOR

Fold Here

Tape

Fold Here

*No increase on votes
Due to your want even
Print the water*

*End of my the water was so
Right outside me and you
Gardens - even I wish you
back. I'm the water
Orlando Commission for
the 2008
No one the*

Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC

08 AUG -8 AM 8:37

COMMISSION CLERK

Name Gabriel and Elvira Lluch

Address 1412 Lake Victoria Drive

Lake Worth, FL 33461

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>02419-08</u>
DISTRIBUTION: <u>ECR, JSCC</u>

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We need to know what is the ^{justification} ~~purpose~~ of Aqua Utilities Florida, Inc.

for wanting to raise the water rate.

As far as we know, right now it still high.

We don't agree with this.

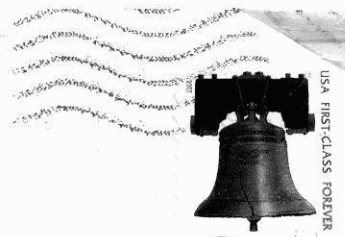
Please stop them.

[Signature] *Elvira Lluch*

Gabriel & Elvira Lluch
1412 Lake Victoria Drive
Lake Worth, FL 33461

WEST PALM BCH FL 334

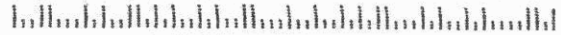
08 AUG 2008 PM 3:17



08 AUG -8 AM 7:17
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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

323: +2:72



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Tape

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Application for a rate increase in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080121-WS

RECEIVED-FPSC

08 AUG -8 AM 8:47

COMMISSION CLERK

Name DENNIS M HYRE
Address 1810 CREST DR.
LAKE WORTH, FL 33461

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0819-07</u>
DISTRIBUTION: <u>ECR, JCL</u>

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

To Whom This May Concern,

It Has Been Brought To My Attention That Aqua Utilities Wants A 400% Rate Increase.

With The Economy In Distress This Is No Time To Add To This Distress.

I Can Cut Back On Gas, Groceries Etc., But Water Is Essential For Day To Day Existence. I Still Have To Wash Clothes, Dishes Take A Shower And Use The Bathroom.

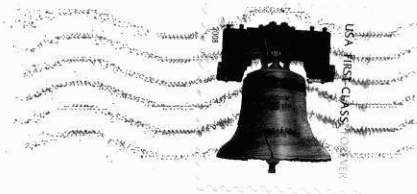
Most Important The Human Body Needs Water To Stay Alive.

Appreciate Your Cooperation
Dennis Myhre

8/5/08

Desmin M. Hays
1810 Cent Dr.
Lake Worth Fl. 33461

FF LAKELAND
FL 339
08 AUG 2008 PM 4 L



DISTRIBUTION CENTER

08 AUG -8 AM 7:15

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399+0850



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Tape

Fold Here

Office of Commission Clerk Official Filing

Ruth Nettles

070694

From: Ruth McHargue
Sent: Thursday, July 31, 2008 4:46 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 14450

CONSUMER

Add to docket file

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, July 31, 2008 12:48 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 14450

Complaint filed with PSC

Select County: ORANGE
CUSTOMER INFORMATION

Name: Robert & Joanne Cobbs
Telephone: 407-568-5892
Email: JCobbs1@bellsouth.net
Address: 20116 Macon Parkway Orlando 32833

BUSINESS INFORMATION

Business Account Name: Robert & Joanne Cobbs Account Number:
Address: 20116 Macon Parkway Orlando Florida 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Wedgefield Utilities, Inc.

Details:

Commission Docket No. 070694-WS Wedgefield Utilities This is complaint in opposition to the proposed rate increase of the Wedgefield Utilitis, Inc. filed on May 30, 2008 with the Florida Public Service Commission. We oppose this increase for the following reasons:

- 1. Not providing quality water products to the residents of Wedgefield
- 2. Non-responsive to the health risk of the community in using this water
- 3. Already existing high cost of the water being provided
- 4. Damage to appliances, dishes, glasses, silverware, corrosion and stains
- 5. Cost of procuring quality drinking water from other sources (bottled water,

water filtration systems, and water purification systems such as shower heads that filter water, reverse osmosis systems, and Culligan water treatment)

If the water quality was acceptable to residence, we would not have to invest in other costly means to make our water safe and acceptable to drink & bathe. We see what damage is done to everything this water contacts and the sludge that is filtered out of the drinking water, and no one should be drinking or paying more for this water.

Total dissatisfaction with the services of this company.

DOCUMENT NUMBER-DATE

06740 AUG-18

FPSC-COMMISSION CLERK